

## March 19th Update

As the situation with COVID-19 continues to develop, please know that we are focussed on and committed to continuing to serve our members and communities in this time of need.

- We are open and will remain open as an essential service.
- Hours of operation remain the same for the time being.

We also understand that everyone must do their utmost to “flatten the curve” and be part of the solution. To that end, we ask the following:

- For any member with any cold or flu symptoms or who has been out of the country in the last 14 days, please call us rather than come to the branch, and we’ll be happy to help you.
- In-branch, we will not have line-ups; please wait outside until a member service representative is available.

We know the economic impact of the crisis is already being felt by many. For members experiencing financial difficulty as a result of the pandemic, the following measures are in place:

- Suspension of mortgage payments up to 6 months and provision of emergency overdraft protection for those in need. Please call our Union Bay or Lighthouse Branches to speak with a lender.
- If your business has closed as a result of the pandemic, call us and we will waive your account fees for up to 6 months.

Rest assured, we will be there for all our members; our credit union is in a strong financial position, supported by a 100% deposit guarantee provided by the Credit Union Deposit Insurance Corporation of BC. Working together and supporting each other, we will get through this.

Stay well,

Mark Jones, CEO  
250-898-4928  
[mjones@ubcu.ca](mailto:mjones@ubcu.ca)